



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY ARMOR CENTER AND FORT KNOX
FORT KNOX, KENTUCKY 40121-5000

Expires 2 April 2004

REPLY TO
ATTENTION OF:

ATZK-CP (690-700)

2 April 2002

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: USAARMC Policy Memo No. 4-02 – Telework Program

1. Reference Section 359 of Public Law 106-346.
2. Telework (also referred to as telecommuting, flexiplace, work-at-home) is an approved arrangement that allows an eligible employee to perform some or all of their duties on 1 or more days at their home or other approved location.
3. The enclosed telework guide and agreement will be followed in approving telework arrangements. Authority to approve an ad hoc telework arrangement is delegated to supervisors one level above first line supervisors. Authority to approve regular and recurring telework is delegated to commanders/directors/staff office chiefs. Approved telework arrangements will be monitored to ensure compliance with program requirements and the efficient accomplishment of organizational objectives and missions.
4. This policy memorandum supersedes USAARMC Policy Memorandum 7-00 - Telecommuting Program, 17 April 2000.

FOR THE COMMANDER:

Encl

ROBERT T. GAHAGAN
Colonel, GS
Chief of Staff

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TELEWORK GUIDE

1. General. a. Telework (also known as flexiplace, telecommuting, work-at-home) refers to an arrangement that allows an employee to perform officially assigned duties at an alternate worksite (commonly the employee's home) away from the traditional worksite. The DOD Telework Program is designed to: improve the recruitment and retention of high quality employees through enhancements to employees' quality of life; enhance the Department's efforts to employ and accommodate people with disabilities, including employees who have temporary or continuing health problems, or who might otherwise have to retire on disability; reduce traffic congestion and decrease energy consumption and pollution emissions; reduce office space, parking facilities and transportation costs, including costs associated with payment of the transit subsidy; complement Continuity of Operations Program plans; and promote the Department as an employer of choice.

b. Telework can be on a regular and recurring or on an ad hoc basis. Regular and recurring telework means an approved arrangement involving work at an alternative worksite at least 1 day per biweekly pay period. Ad hoc telework means work at an alternative worksite on an occasional, one-time, or irregular basis in situations that include special work projects or tasks and as a temporary accommodation for persons with disabilities or medical restrictions. For example, an employee may be able to complete a project more quickly away from the day-to-day demands of the office or an employee incapacitated by illness or injury may be able to perform some work at home. Benefits of telework include increased productivity and retention of qualified employees. Telework may not be used as a substitute for dependent care or any purpose other than official duties.

2. Position Requirements. a. Positions eligible for telework are those involving tasks and work activities that are portable and do not depend on the employee being at the traditional worksite and are conducive to supervisory oversight at the alternative worksite. Tasks and functions generally suited for telework include but are not limited to:

- (1) Thinking and writing,
- (2) Policy development,
- (3) Research,
- (4) Analysis (e.g. investigating, program analysis, policy analysis, financial analysis),
- (5) Report writing,
- (6) Telephone intensive tasks,
- (7) Computer oriented tasks (e.g. programming, data entry, word processing, web page design) and
- (8) Data processing.

b. Positions not generally eligible for telework are those positions involving tasks that are not suitable to be performed away from the traditional worksite, including tasks that:

- (1) Require the employee to have daily face-to-face contact with the supervisor, colleagues, clients, or the general public in order to perform the job effectively and which cannot otherwise be achieved via e-mail, telephone, fax or similar electronic means;

- (2) Require daily access to classified information; or
- (3) Are part of trainee or entry level positions.

Positions will not be categorically excluded from telework on the basis of occupation, grade or supervisory status.

3. Employee Characteristics. An employee suitable for telework is one whose demonstrated personal characteristics, as determined by the supervisor, are well suited to telework, including as a minimum:

- (1) Demonstrated dependability and the ability to handle responsibility;
- (2) A proven record of high personal motivation;
- (3) The ability to prioritize work effectively and utilize good time management skills;

and

(4) A proven or expected minimum performance rating of “fully successful” or equivalent.

Employees serving in a probationary or trial period or those in trainee positions are not eligible for telework because during these periods the supervisor is personally observing and evaluating employee performance for progression or retention.

4. Telework Agreement. Employee participation is voluntary and subject to management approval. Employees approved to telework will sign the enclosed agreement (FK Form 5044-R-E). The employee or the supervisor may cancel the agreement. The agreement will be terminated if an employee’s performance does not meet the prescribed standard or if the arrangement fails to meet organizational needs. For ad hoc telework, an agreement must be signed once for the period covered on the form. During the approved period the employee and supervisor will record the instances of ad hoc telework in the format provided. A new agreement for regular and recurring telework will be completed at least annually, with a review at 6 month intervals.

5. Equipment Costs. a. Employees may be provided government equipment such as computers and printers for performance of official duties at the teleworksite. Government-furnished equipment must only be used for official duties. Family members and friends of teleworkers are not authorized to use any Government-furnished equipment. Maintenance of any Government-furnished equipment may require access by approved repairers, with advance notice, to the employee’s home during work hours. Alternatively, the employee may be required to transport the Government-furnished equipment to the traditional worksite for repairs. Government-furnished computer equipment, software and communications, with appropriate security measures, are required for any regular and recurring telework arrangement that involves sensitive unclassified data, including Privacy Act data or For Official Use Only data. DOD remote access software may be installed onto Government-furnished computers to enable access to DOD systems and networks. When it is determined that Government equipment will be provided the teleworker, current computer equipment used by the employee or excess property should be the first sources of supply before deciding to purchase new equipment. Employees will sign for issued equipment under supply accountability procedures. Teleworkers must protect all

Government-furnished equipment and software from possible theft and environmental damage. The teleworker may be held liable, in accordance with applicable regulations, for repair or replacement of damaged or stolen equipment.

b. An employee's use of his or her own personal computer at the telework site may be approved. Personal computers may not access DOD systems or networks remotely. The employee is responsible for the installation, repair and maintenance of all personal equipment.

6. Protection of Government Information. All files, records, papers or machine-readable materials created while teleworking are the property of the Government. This data may not be disclosed to anyone except those authorized access as a requirement of their official responsibilities. Only copies, not originals, of Privacy Act documents may be permitted to be taken out of the traditional worksite and they may be taken only on a temporary basis and not permanently stored out of the traditional worksite. No classified documents (hard copy or electronic) may be taken by teleworkers to an alternate worksite. When a personally-owned computer is operated at the telework site, government-owned sensitive information will remain on removable media and be marked and protected according to the sensitive information category (e.g. Privacy Act, FOUO) program directives.

7. Official Duty Station. A teleworker's official duty station for such purposes as special salary rates, locality pay adjustments and travel must be established. The Office of Personnel Management's Guide to Processing Personnel Actions (GPPA) provides guidance on documenting duty station changes. The GPPA defines "duty station" as the city/town, county, and state in which the employee works. For most employees this will be the location of the employee's traditional worksite. The location of the employee's worksite is the location of the employee's desk or the place where the employee normally performs his or her duties. Thus, an employee's official duty station should be the telework site when the employee spends a majority of the basic work schedule at that site. This is particularly important when the employee's traditional worksite and telework site are in different locality pay areas.

8. Telework and Travel. a. The travel provisions that apply to employees working at a traditional worksite also apply to employees who telework. A teleworker who is directed to travel to another worksite (including the traditional worksite) during his/her regularly scheduled basic tour of duty would have the travel hours credited as hours of work.

b. The Government funds all work related travel outside the employee's normal commuting area when an employee teleworks full-time from a location outside of the local community area of the traditional worksite and his/her telework worksite has been determined as the official duty station. This includes travel to the traditional worksite.

9. Standards of Conduct. Standards of conduct applicable at the traditional worksite continue to apply at the telework site.

10. Office Supplies. Office supplies, such as paper, toner, and printer ink cartridges, will be available to the teleworker for use at the telework site in the same way as in the traditional worksite.

11. Telephone/Internet Costs. Public Law 104-52 authorizes agencies to use funds to install telephone lines in private residences of employees authorized telework, and to pay monthly phone charges for such lines within budgetary constraints. Teleworkers should be provided with Federal calling cards if duties require making long distance calls on a regular basis.

12. Workers' Compensation. Telework employees are covered by the Federal Employees Compensation Act (FECA) and may qualify for payment for on-the-job injury or occupational illness. Employees who telework at home are required to designate one area in the home as the official duty station. The Government's potential exposure to liability is restricted to this official workstation for the purposes of telework. Each employee with an approved Telework Agreement for work-at-home telework must sign a safety checklist that proclaims the home safe. The employee is responsible for ensuring their home complies with safety requirements.

13. Hours of Duty. The employee's work schedule (that may include an alternate work schedule) will be determined by mutual agreement between the employee and supervisor. In the event agreement cannot be reached, the supervisor will make the final determination.

14. Certification and Control of Time and Attendance. Supervisors must report time and attendance to ensure the telework employee is paid for work performed and that absences from scheduled tours of duty are accounted for and recorded. The General Accounting Office requires agencies to provide reasonable assurance that the employee is working when scheduled. For example, by determining the reasonableness of the work output for the time spent or by having the supervisor make occasional telephone calls or visits during the employee's scheduled work time. Timekeepers will record the numbers of hours each employee spends in a telework status during the regular daily tour of duty by entering a type hour code "LX" into the automated time and attendance system.

15. Position Description and Performance Standards. Telework will seldom require major changes in position descriptions but may affect factors such as supervisory controls or work environment. Performance objectives for telework employees should be results oriented and should describe the quantity and quality of expected work products. Generally, supervisors will use the same measures of performance for telework employees as employees who perform similar tasks at the traditional worksite.

16. Home Inspections. Supervisors will make sure the telework employee's worksite meets acceptable standards. Employees will complete and present to the supervisor the self-certification safety inspection form. The supervisor may also make on-site inspections with adequate advance notice to the employee.

17. Early Dismissals at the Traditional Worksite. Employees may not be excused from duty during emergencies that lead to closing or dismissals at the traditional worksite, when work can proceed in the home. Supervisors may excuse an employee from work for short periods because of power or equipment failure at the telework site (e.g. home). If such failure is expected to last for an extended period (beyond 1 hour), the supervisor may require the employee to report to the official duty station, temporarily change the tour of duty or grant the appropriate type of leave.

18. Management reserves the right to require employees to report to the traditional worksite on scheduled telework days based on operational requirements.

19. Approval procedures. a. The supervisor will discuss the requirements of the telework agreement with eligible and interested employees. Approval/disapproval of ad hoc telework will be accomplished by an official one level above the first line supervisor, except when the first line supervisor is the commander (MSC) or director. If ad hoc telework is disapproved the employee will be given an explanation of the reasons for disapproval.

b. Telework on a regular and recurring basis must be approved by the applicable commander (MSC) or director. If disapproved, the employee will be given an explanation of the reasons for the decision

c. A copy of approved agreements will be given the employee, one forwarded to the Civilian Personnel Advisory Center (ATZK-CP), one forwarded to the President, AFGE Local 2302 (for bargaining unit employees), and one copy retained by the supervisor in official records.

20. Grievance/Appeals. Employees may grieve decisions that disapprove participation in the telework program through negotiated or administrative grievance procedures, as applicable.

TELEWORK AGREEMENT

For use of this form, see USAARMC Policy Memo 4-02, 2 Apr 02, subj: Telework Program

DATA REQUIRED BY THE PRIVACY ACT OF 1974

AUTHORITY: Title 5, U.S.C, Section 301.

PURPOSE: To document a Telework Agreement.

ROUTINE USE: Used by supervisor and CPAC as a reference for approved agreements. Information may be disclosed to governmental agencies in conduct of official business.

DISCLOSURE: Voluntary. Failure to provide information may result in employee not receiving approval for Telework Agreement.

EMPLOYEE NAME:

POSITION TITLE/PAY PLAN/SERIES/GRADE:

ORGANIZATION:

1. (Check One) ☐ Regular and Recurring Telework.

☐ Ad Hoc Telework.

From (mmddyyyy): _____ To (mmddyyyy): _____

2. Employee will telework at the approved alternate worksite in accordance with the following work schedule:

WORK SCHEDULE (Per Pay Period)		
	FIRST WEEK	SECOND WEEK
Specify Work Hours Including Lunch Break		
MON		
TUE		
WED		
THU		
FRI		

3. The telework site address is (also specify room if telework site is in employee's home):

NOTE: The government's liability is restricted to this official work area for the purposes of telework.

4. Phone number at telework site is: _____.

5. E-mail address at telework site is: _____.

6. The employee's official duty station is:

(NOTE: See discussion in paragraph 7 of TELEWORK GUIDE.)

7. Salary and Benefits. The designated official duty station is used for purposes of determining special salary rates, locality pay and adjustments, and official travel entitlements.

8. Official Duties. It is the employee's responsibility to ensure that a proper work environment is maintained while teleworking. The employee is required to satisfactorily complete all assigned work according to standards and guidelines in the employee's work plan. The employee will not conduct personal business while in official duty status at the telework location, e.g. caring for dependents or making home repairs.

9. Leave. Employee will follow established procedures for obtaining approval of leave.

10. Overtime. The employee will work overtime only when ordered or approved in advance by the supervisor and understands that overtime work without such approval will not be compensated.

11. Time and Attendance. The employee will complete Fort Knox Form 5044a-R-E (Certification of Time and Attendance) and provide to the supervisor. The supervisor will certify the time and attendance for hours worked at the official duty station and telework location. Official duty hours at the telework site will be recorded in the time and attendance system using the type hour code "LX."

12. Security and Equipment. Employee agrees to protect any government-owned equipment and to use the equipment only for officially sanctioned purposes. The agency may install, service, and maintain any government-owned equipment issued. The employee agrees to install, service, and maintain any personal equipment used.

13. Office Supplies and Telephones. The organization agrees to provide the employee with necessary office supplies. The organization may pay costs incurred for any long-distance telephone calls or Internet access charges resulting from telework.

14. Liability. The employee understands that the government will not be liable for damages to an employee's personal or real property while the employee is working at the telework location except to the extent the government is held liable by the Federal Tort Claims Act or the Military Personnel and Civilian Employees Claims Act.

15. Work Area. The employee agrees to provide a work area adequate for performance of official duties. Fort Knox Form 5044b-R-E (Telework Program Safety Certification) will be signed by the employee and become part of this agreement. The employee agrees to permit the Government to inspect the telework location during the employee's normal working hours to ensure proper maintenance of government-owned property and conformance with safety standards.

16. Telework Workplace Costs. The employee understands the government will not be responsible for any operating costs that are associated with the employee using his or her home as an alternate worksite, e.g. home maintenance, insurance, or utilities. The employee does not relinquish any entitlement to reimbursement for authorized expenses (except as stipulated herein) incurred while conducting business for the government, as provided for by statute and regulations.

17. Injury Compensation. The employee understands the Federal Employee's Compensation Act applies if injured in the course of actually performing official duties at the official duty station or telework location. The employee will notify the supervisor immediately of any accident or injury that occurs at the telework location and complete required forms. The supervisor will immediately investigate the notice of injury.

18. Work Assignments/Performance. Employee agrees to complete all assigned work according to procedures and work objectives set by the supervisor. The employee will provide regular reports to assist the supervisor in rating performance. A decline in performance may be grounds for canceling this agreement.

19. Disclosure of Government records/information. Employee agrees to protect government/agency records from unauthorized disclosure or damage and will comply with requirements of the Privacy Act of 1974, 5 U.S.C. 552a.

20. Standards of Conduct. The agency standards of conduct apply while working at the telework location.

21. Disciplinary/Adverse Actions. Nothing in this agreement will be interpreted in a manner to preclude the taking of any appropriate disciplinary or adverse action against the employee who fails to comply with the provisions of this agreement.

22. Cancellation of Agreement. The employee may cancel this agreement and return to work at the official duty station with appropriate advance notice to the supervisor. After appropriate notice to the employee, the supervisor may cancel this agreement and instruct the employee to return to work on their previous work schedule at the traditional duty location. Emergency or unanticipated circumstances may require the immediate cancellation of this agreement or adjustment to workdays at the telework location.

23. Related Documents. Enclosed are other applicable documents such as work expectations and time periods for routine reporting back to the official duty station.

EMPLOYEE'S SIGNATURE

DATE

Recommend: ☐ Approval ☐ Disapproval

SUPERVISOR'S SIGNATURE

DATE

☐ Approved ☐ Disapproved

SECOND LINE SUPERVISOR'S SIGNATURE
(For Ad Hoc Telework)

DATE

☐ Approved ☐ Disapproved

ACTIVITY COMMANDER/DIRECTOR'S SIGNATURE
(For Regular and Recurring Telework)

DATE

TELEWORK PROGRAM AD HOC TELEWORK RECORD For use of this form, see USAARMC Policy Memo 4-02, 2 Apr 02, subj: Telework Program
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INSTANCES OF AD HOC TELEWORK WILL BE RECORDED AS FOLLOWS:

[illegible]

TELEWORK PROGRAM
CERTIFICATION OF TIME AND ATTENDANCE

For use of this form, see USAARMC Policy Memo 4-02, 2 Apr 02, subj: Telework Program

I certify that for pay period ending _____, I worked or was on approved leave as indicated:

<u>First Week</u>	<u>Hours Worked or Leave Taken</u>	<u>Location</u>
Sunday	_____	_____
Monday	_____	_____
Tuesday	_____	_____
Wednesday	_____	_____
Thursday	_____	_____
Friday	_____	_____
Saturday	_____	_____
<u>Second Week</u>		
Sunday	_____	_____
Monday	_____	_____
Tuesday	_____	_____
Wednesday	_____	_____
Thursday	_____	_____
Friday	_____	_____
Saturday	_____	_____

Employee's signature and date _____

**TELEWORK PROGRAM
SAFETY CERTIFICATION**

For use of this form, see USAARMC Policy Memo 4-02, 2 Apr 02, subj: Telework Program

Employee Name: _____

Organization: _____

To the best of my knowledge, I hereby certify that the work area at the telework location identified below is adequate in size and has no safety hazards posing a risk of injury. Lighting is adequate and the electrical system is sufficient for the additional equipment that may be used. I will inform the supervisor of any changes in the telework location that raise safety issues.

The telecommuting location is: _____

Employee's signature and date _____